

Quality & Safety
May 19, 2021

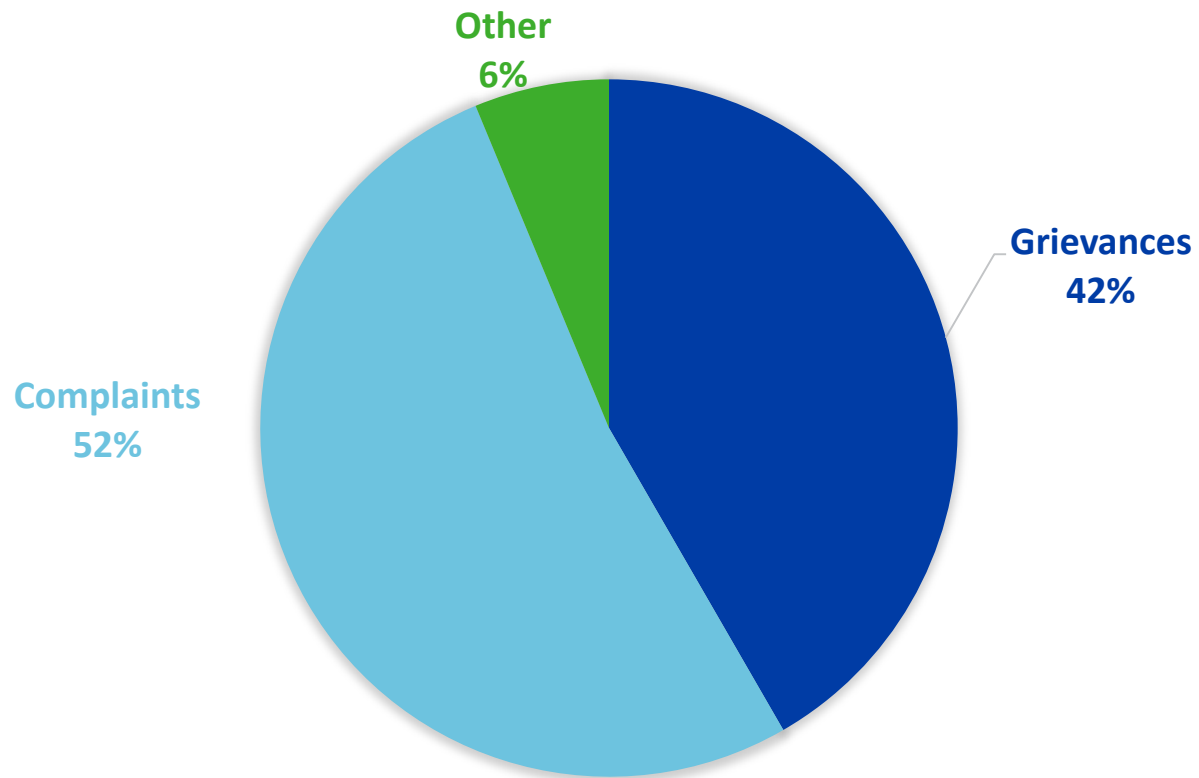
Patient Experience Report

Phyllis Vonderheide



Phelps Hospital
Northwell HealthSM

2021 Q1
Grievances 20 and Complaints 25
Other 3

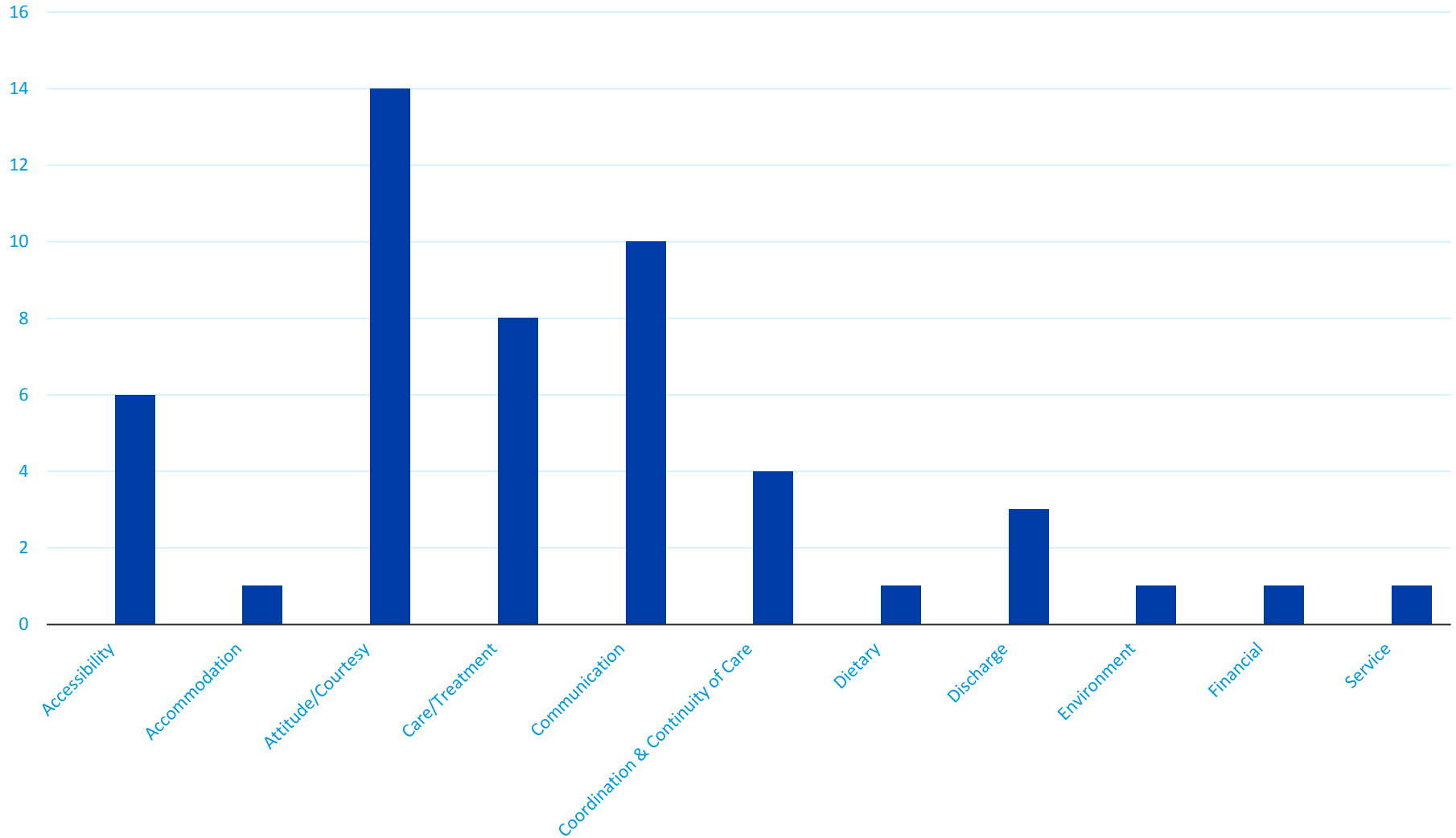


Grievances Response Rate

Response Rate Meeting CoP = 100%

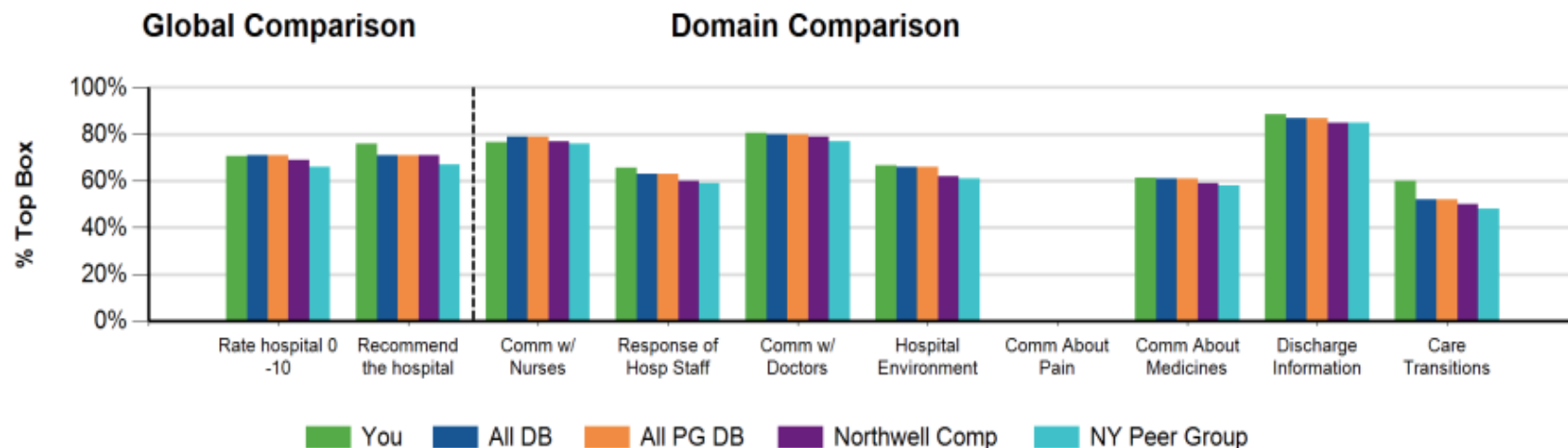
RESPONSE RATE For Grievances	NUMBER	PERCENT
Grievances with <u>final, investigated</u> response letter sent within 7 calendar days	8	40%
Grievances with final, investigated response letter sent within 8 - 30 business days	12	60%
Grievances with response within 31-60 days	0	0
Grievances still open after 60 days	0	0

Grievance Area of Concern 2021 Q1



Patient Experience Report – 2021 Q1





					All DB N = 2614	All PG DB N = 2614	Northwell Comp N = 46	NY Peer Group N = 137
		Your Top Box Score						
Domains and Questions	n	Previous % Oct-Dec	Current % Jan-Mar		Percentile Rank	Percentile Rank	Percentile Rank	Percentile Rank
Rate hospital 0-10	260	75.0%	70.8%	▼	47	47	65	71
Recommend the hospital	258	78.1%	76.0%	▼	67	67	71	82
Comm w/ Nurses	260	79.5%	76.7%	▼	33	33	42	54
<i>Nurses treat with courtesy/respect</i>	258	85.1%	82.6%	▼	26	26	41	45
<i>Nurses listen carefully to you</i>	260	76.5%	74.6%	▼	38	38	44	58
<i>Nurses expl in way you understand</i>	254	76.8%	72.8%	▼	35	35	42	50
Response of Hosp Staff	246	65.4%	65.7%	▲	63	63	78	77
<i>Call button help soon as wanted it</i>	235	62.9%	58.3%	▼	38	38	52	56
Help toileting soon as you wanted	145	68.0%	73.1%	▲	83	83	94	90



Phelps Hospital

HCAHPS 12 Month Priority Index

Surveys Returned: April 2020 - March 2021

Survey items are correlated to H CAHPS Overall Rating 0-10

Order	Survey Item	Source	All DB %ile Rank	Correlation
1	Staff concern for privacy^	PG	49	0.44
2	Nurses treat with courtesy/respect	CAHPS	58	0.48
3	Pleasantness of room decor^	PG	42	0.34
4	Nurses listen carefully to you	CAHPS	62	0.49
4	Response to concerns/complaints^	PG	64	0.53
6	Overall rating care/treatment in ER	PG	61	0.42
6	Staff worked together care for you^	PG	69	0.55
8	Call button help soon as wanted it	CAHPS	54	0.34
8	Cleanliness of hospital environment	CAHPS	60	0.37
10	Nurses expl in way you understand	CAHPS	66	0.37

Improvement Plan – Identify a 2021 Employee Goal based on survey item

Nurse Communication – LISTEN, EXPLAIN, COURTESY & RESPECT

Recommended Action PLAN:

- Utilize white boards to communicate TO ENTIRE CARE TEAM
“What’s the most important thing TODAY/Tonight
- Rounding, rounding, rounding – proactive toileting assists
- Nurse Mgr Rounding –
 - asking what’s working, what isn’t working, reminder to return surveys
- Organizational Level”
 - Shared Learning – Continue CARE Leader Comment Review,
 - Discuss results and insight from Nurse Manager Rounding
- Post Unit Results – address at unit councils and briefs.

Northwell Health, Inc Star Rating Performance - CCN Level

	Northwell Health, Inc (System Level)	Mather (1)	Phelps (1)	Huntington (1) (330045)	Northern Westchester (1)	North Shore University (2)	Glen Cove (1)	Lenox Hill (2)	Long Island Jewish Medical Center (3)	Peconic Bay Medical Center (1)	Southside (1)	Plainview (1)	Staten Island University (1)
HCAHPS Summary Star Rating	3	4	3	3	3	3	3	3	3	3	2	2	2
Overall Rating	3	4	4	4	4	3	3	3	3	3	3	3	2
Likelihood to Recommend	3	4	4	3	4	4	3	3	3	3	2	3	2
Nurse Communication	3	4	4	4	4	3	3	3	3	3	3	3	3
Doctor Communication	3	3	4	3	3	3	3	3	2	2	2	2	2
Responsiveness	3	3	3	4	3	2	2	3	2	3	2	3	2
Medicine Communication	3	4	3	3	2	3	2	2	3	2	2	2	2
Clean	3	4	3	4	3	3	3	2	2	3	2	2	2
Quiet	2	3	3	2	3	2	3	2	3	2	2	1	1
Discharge Info	3	4	3	2	3	3	2	3	2	3	3	2	2
Care Transitions	3	4	3	4	3	3	2	2	3	2	3	2	2

Notes:

- Scores are mode and patient-mix adjusted based on CMS technical specifications. After the system-level score, hospitals are sorted left to right by highest Summary Star Rating, then by net sum of the Domain Stars. Hospitals with the same net sum of Domain scores are sorted alphabetically.
- Color indicates star performance: 1 2 3 4 5 n < 30

Discharges 10/1/2019-9/30/2020

THANK YOU
Questions or
Comments?

2021 Q1



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